

Metro North Health

Message from the

## Executive Director Community and Oral Health

Glynis Schultz



Dear team,

We recognised quite a few Connecting Care Champions at Cooida House this week.

The 'Hi5 in 25!' visits are a time to take FIVE and acknowledge our caring, connected and compassionate champions across our directorate.

It also provides an opportunity to ask what needs to be improved and FIVE things that make our services so great.

Following are FIVE important reasons why staff enjoy working at Cooida House:

- The staff and residents
- They are a family
- The supportive environment
- Staff get to know the residents well
- They work as a team.



### Cooinda House Connecting Care Champions

#### **Maria, Paul, Cob, Roy, Chantal and all the patient support officers**

*"Our patient support officers (PSOs) go to great length keeping our environment clean and safe. They are always visible, courteous, friendly and helpful, and able to help with anything at short notice. They help our residents and show compassion in their communication."*

*"The PSO's are friendly, they smile and say hello to everyone they pass whether a staff member, relative or resident."*

*"They show great pride in their work and lots of initiative. They never wait to be asked – they are already working on ways to improve the home of our residents."*



#### **The Recreation Team**

*"The recreation officers at Cooida House are always working hard to promote activities within the facility. Tracy and her crew have a great relationship with the residents and their impact on their lives is clear for all to see."*

*"They spend a lot of time helping residents decorate for theme days, cooking, playing games or activities, as well as organising outings and even just one-on-one time."*

*"When residents were asked if there was anything else they wanted, all they could do was shake their heads – all their recreational needs are not just met but exceeded."*



### **Jules Evans, Administrative Officer**

*"Jules is the heart and soul of Cooinda, warmly welcoming everyone who walks through the door. Her friendly smile and genuine care create an inviting and comforting atmosphere for residents, families and staff alike."*

*"Jules goes above and beyond to connect with residents through music and meaningful conversations, often reminiscing with them and bringing joy to their day. Her ability to build strong connections and foster a sense of belonging makes her a true Connecting Care Champion."*



### **Caitlin Blackshaw, Enrolled Nurse**

*"Caitlin is an exceptional enrolled nurse whose passion for aged care nursing shines through in everything she does. Her genuine care, empathy and professionalism make a lasting impact on both residents and colleagues."*

*"Caitlin consistently goes above and beyond to ensure residents feel safe, respected and valued. Her enthusiasm for learning and dedication to delivering high-quality care make her a vital part of the team."*

### **Jilesh Kanjiramkalayil, Clinical Nurse**

*"Jilesh is Cooinda's smooth operator – no request is too big or too small. Always willing to lend a hand, Jilesh goes over and above everyone's expectations, especially the residents."*

*"He has the ability to build rapport with everyone and demonstrates sincere respect towards his colleagues and the residents."*

### **Cindy Winters – Assistant in Nursing**

*"Cindy is one of our hardest workers at Cooinda House – she always helps out her colleagues, never complains, always tries to improve things and always goes above and beyond for the residents."*





*"Cindy always has a broad smile on her face and is a great communicator. She is 'up for anything' and is very flexible in her work approach – nothing fazes her, she just rolls with it."*

### **Agnes Penjueli, Clinical Nurse**

*"Agnes is a dedicated and compassionate nurse who consistently demonstrates strong leadership and a deep commitment to resident-focused care. She leads by example. She is always calm, approachable and attentive to the needs of both residents and staff."*

*"Her clinical expertise, reliability and genuine care ensure residents receive the highest standard of support. Agnes's ability to balance leadership with hands-on care makes her a true Connecting Care Champion, inspiring those around her every day."*

### **Volunteers give priceless gift**

This week, I had the pleasure of joining our 34 volunteers as part of International Volunteers Week to thank them for the support they provide across many of our bedded and broader services.

As a directorate, we can't express enough gratitude for the compassionate and inspirational support they provide to our residents, patients, families and staff.

Every day these amazing people gift their precious time to others, looking out for them and providing a listening ear to so many people within our service.

I wish our volunteers a very happy International Volunteers Week and thank them all for their selfless efforts supporting our services and the broader community.



### **Introducing our new allied health graduates**

Our allied health graduates met for the inaugural COH Allied Health New Graduate Collaborative recently.

Planned by the Allied Health Discipline Directors and facilitated by Allied Health Educator, Jason Warnock, the new graduates came together to discuss communication strategies, navigating

difficult conversations and getting the most out of individual and peer group supervision.

It was great to see the new graduates from dietetics, occupational therapy, physiotherapy and social work collaborating, knowledge sharing and discussing their experiences.



## Have Your Say survey - One week left

A big thank you to the staff who have participated in the Have Your Say staff survey so far. We have around one week left until the closing date – midnight on Friday 30 May.

If you're a leader, please find 30-minutes for each of your team members to complete the survey this week. I've heard some great stories of managers jumping in to help while their staff visit the Have Your Say Hubs or take the survey on a shared device.



We have a number of survey hubs coming up for staff as well:

- North Lakes Health Precinct, Wednesday 28 May, 9.00 am - 12.00 pm
- Brighton Health Campus, Dolphin House, 2.00 - 5.00 pm

[Please take the time to complete the survey.](#)

## A final shout out!

Tricia Pascoe retired after over 43 years as one of our revered dental therapists in School Dental Service. Tricia graduated in 1981, having studied with us and after a short stint in Bundaberg, returned to Brisbane to raise her quadruplets.

When she survived her first week of training with us, she said she knew she was going to last and we are so grateful she stayed with us. Tricia is currently on a well-deserved break, before her official last day in July.

Tricia is looking forward to spending time moving into her new house and planning her travels around Australia.

Thank you for your dedication to the team and the community we serve Tricia, we are very lucky to have worked with you.

Enjoy your retirement!



**Glynis Schultz**



**Executive Director**  
**Community and Oral Health**

Metro North Health acknowledges the traditional custodians of the land, and pays respect to Elders, past, present and future.